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CONSUMER RIGHTS & RESPONSIBILITY POLICY

STATEMENT

VIWA recognises the right of each person to exercise choice and power in their own lives.

VIWA acknowledges and respects each person's expertise in making choices, which affect their lives and well-being.

CUSTOMER RIGHTS

- You have a right to high quality and respectful service.
- You have a right to full information about services that are available for your situations.
- You can invite a support person of your choice to be involved / present with you when using our service
- You have the right to refuse any services that offer to you
- Your situation will be treated confidentially and privately.
- Your case files will be treated in a confidential manner. Except for some exceptions, please see "Legal Responsibility" section below.
- You have the right to make complaint about our service if you think you have been treated unfairly.

CUSTOMER RESPONSIBILITY

- To be actively involved in decisions about your situation.
- To treat staff and other customers with respect and dignity.
- To notify staff if you cannot attend an appointment.
- To notify staff if you no longer require child care service (where applicable).
- To maintain the confidentiality of other community members.
- To abide by group agreement those have been developed by your group.
- To understand that staff cannot always meet all needs and are constrained by available resources and by priorities set by the service.
- To raise any concerns or complaints about our service with staff concerned and or to the Management Committee. We appreciate your feedback so that we can improve our service.

STAFF LEGAL RESPONSIBILITY

Please be aware that there are some areas where staff of ViWa is legally required to disclose information without your permission. They are outlined below:

- We are legally required to report suspected child abuse and neglect of children and young people under the age 18 to Family and Youth Service.

- A threat to life:
 - People threatening to use weapons / possess a weapon
 - People threatening or attempting to sexually abuse another
 - Suicidal intention
- If you are a missing person under the age of 18 years.
- If we become aware that you have committed a major crime.
- If your case file is subpoenaed for court.
- If you are under 16 years of age and we believe that you are at risk of hurting yourself; we are legally required to notify your guardian or a person nominated by you when you are over 18 years.
- We are also required to consult with other services if you do not give your permission to contact someone on your behalf in relation to suicide or self-harm risk. These services can be your doctor, hospital, Assessment & Crisis Intervention Services (ACIS) Team and Family and Youth Services.